INFORMATION BULLETIN

EDD Employment Development Department

State of California

WORKFORCE INVESTMENT ACT

Number: WIAB01-76

TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: JOB SERVICE FOR UNEMPLOYMENT INSURANCE PROJECT

This bulletin transmits the Employment Development Department's (EDD) Field Operations Directive (FOD) 02-7 which announces the *Job Service For Unemployment Insurance Implementation Phase I.* This program may increase one-stop traffic.

The EDD received a grant from the Department of Labor (DOL) to increase re-employment services to Unemployment Insurance (UI) claimants and improve the linkage between the UI and Job Service (JS) program.

The UI claimants, who filed a new claim after February 2, 2002, and are required to look for work (see FOD, page 1, paragraph C), will receive a letter advising them to place a resume in CalJOBS within 21 days from the date of the letter.

Following the 21-day period, an automated process will identify the UI claimants who have collected their initial payment but have not placed a resume in CalJOBS. A subset of these claimants will be randomly selected and scheduled to attend a Personalized Job Search Assistance (PJSA) session. Claimants attending PJSA appointments will receive intensive staff assisted one-on-one services and respond to questions about their search for work and reason for not completing a resume in CalJOBS.

In the initial implementation phase of *Job Service For Unemployment Insurance Project*, there will be no penalties assessed for UI claimants who fail to attend their scheduled PJSA appointment or complete a resume in CalJOBS. However, beginning July 1, 2002, UI claimants who fail to attend a scheduled PJSA and/or do not complete a resume in CalJOBS after attending a PJSA will be referred to the UI program for a determination of their continued eligibility to collect benefits.

If you have any questions about this bulletin, please contact Phil Teeters at (916) 657-4533 or e-mail him at pteeters@edd.ca.gov.

/S/ BILL BURKE
    Chief

Attachment

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****************** FIELD OPERATIONS DIRECTIVE 02-7 *******************
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TO: Division Chiefs   FOD No.: 02-7
          Employment Development Administrators   Issued: JAN 25, 2002
          Managers   Expires: JAN 24, 2003

FROM: Job Service Branch
          Job Service Division

SUBJECT: JOB SERVICE FOR UNEMPLOYMENT INSURANCE (JS4UI)
          IMPLEMENTATION PHASE I

EFFECTIVE DATE: February 4, 2002

CONCERNED STAFF: All JS Staff, JS Managers, All UI Staff

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I.   PURPOSE/BACKGROUND

   A.   The purpose of this directive is to announce the implementation
        of the JS4UI project and provide specific information about the
        JS4UI process and related changes in CalJOBS and ACES.

   B.   Employment Development Department(EDD) received a grant from the
        Department of Labor (DOL) to increase the provision of
        re-employment services to Unemployment Insurance (UI) claimants
        and improve the linkage between the UI and Job Service (JS)
        program. The JS4UI project will be supported by a combination of
        those Grant Funds and Wagner Peyser Funds. Additionally, the
        implementation of the JS4UI project will allow EDD to address a
        recent DOL audit finding that California does not have a clear
        "work test" policy for UI claimants.

   C.   All UI claimants who filed a new claim after February 2, 2002,
        and are assigned an "A" and/or "A/B" seek work plan
        will receive a letter advising them to place a resume
        in CalJOBS within 21 days from the date of the letter.
        (See reference Chapter 32 of the Job Service Policy and Procedure
        Manual JSPPM) In addition, an automated starter record will be
        placed in CalJOBS to facilitate their registration.

   D.   Following the 21 day period, an automated process will identify
        the UI claimants who have collected their initial payment but
        have not placed a resume in CalJOBS. A subset of these claimants
        will be randomly selected and scheduled to attend a Personalized
        Job Search Assistance (PJSA) session. Claimants attending PJSA
        appointments will receive intensive staff assisted one-on-one
        services and respond to questions about their search for work and
        reason for not completing a resume in CalJOBS.

   E.   In the initial implementation phase of JS4UI, there will be no
        penalties assessed for UI claimants who fail to attend their

scheduled PJSA appointment or complete a resume in CalJOBS. However, beginning July 1, 2002, UI claimants who fail to attend a scheduled PJSA and/or do not complete a resume in CalJOBS after attending a PJSA will be referred to the UI program for a determination of their continued eligibility to collect benefits. In both the initial and second phase of the JS4UI project, claimants who raise issues regarding their efforts to seek work, their availability for work or other issues affecting UI eligibility will be referred to the UI program for a review of their continued eligibility.

F.   Data on all UI claimants in the JS4UI project will be collected to determine the effect of the services received on average UI claim duration or return to work rates.

II.   PROCEDURES/INSTRUCTIONS

A.   CALJOBS PROCEDURE

1.   Once a claim is filed, a letter "You Must Register in CalJOBS", (DE 8405) will be mailed to all "A" and "A/B" seek work plan claimants advising them to register and complete a resume in CalJOBS. The DE 8405 advises the claimant they have 21 days from the date of the letter to complete a resume (or access CalJOBS to update an existing resume). In addition, the letter will include in the insert; "Attention All Job Seekers", (DE 8401).

2.   A starter record will be created in CalJOBS for all claimants assigned an "A" or "A/B" seek work plan. The starter record will contain the following elements from the UI claim record:
Name,
Mailing Address, (including City, State, ZIP code),
Social Security Number, (SSN)
Date of Birth, (DOB)
The Mailing address is an updateable element and can be   NEW
updated from the Job Seeker Information page and the |
Update Personal Information page , but will not effect |
SCDB. The other elements: NAME, SSN, and DOB, CAN NOT |
be updated. |

3.   To prevent unauthorized access to the information stored in the starter record a new CalJOBS log-on page was implemented. New job seekers will be required to log-on to CalJOBS using their SSN and DOB. Existing CalJOBS users will continue to log-on by entering their SSN and password. (Reference JSPPM Chapter 32)

4.   Located on the CalJOBS Legal Status or Authorization to Work page are two (2) new verifications.
They are:
 **Alien verified through Primary Verification as being in
    satisfactory immigration status, and
 **Alien verified through Secondary Verification as being in
    satisfactory immigration status.
If either of the two selections are already completed,
UI has already verified Legal Status.   DO NOT   NEW
verify again, continue with registration process. |

5. If the claimant receives a UI payment and has failed to complete a resume into CalJOBS by the allotted time, they will be placed in a pool. Claimants will remain in the pool for two (2) weeks. If selected for a PJSA, an "Appointment Notice", (DE 8406) will be automatically mailed to the claimant. The notice provides the date, time and location of the appointment. The DE 8406 also instructs the claimant to fill out his/her work search two weeks prior to their appointment. The work search record is on the back of the DE 8406. Another copy of the DE 8401 is also included with the "Appointment Notice", along with a copy of "Find a Job with CalJOBS", (DE 8217).

B. PERSONALIZED JOB SEARCH ASSISTANCE (PJSA) SESSION

1. As with all services EDD provides, the review of legal status or authorization to work in the United States must be established before services are provided. If legal status or authorization to work in the United States has not been provided a review of the clients documents must be conducted.

    Mandatory content of the PJSA includes:

    a. Discussion of client's effort to seek work. Review of the DE 8406, work search record.

    b. Review of the client's DE 8217, work history and job objective.

    c. Provide assistance on resume completion into CalJOBS.

    d. Provide information on supportive services and partner services available in one-stops.

    e. For other UI related issues refer claimant to 1-800-300-5616, or Public Service Project (PSP) trained staff, and or EDD homepage.

2. It is PJSA policy that if time permits, and the client would benefit, provide optional services.

    Optional services include:

    a. Search CalJOBS for employment.

    b. Search other Web-based Job Banks.

    c. Provide specific labor market information.

    d. Refer or schedule claimant (if determined to be beneficial or eligible) to other available workshops or case managed services.

3. If a job seeker can not provide documentation of legal status or authorization to work in the United States, DO NOT CONDUCT THE SESSION, issue a copy of the form "Final Notice No Documents", (DE 6315JS). This form will be available at a later date and will be available in English and Spanish and can be printed from DocuShare. The DE 6315JS requires JS

staff to enter three (3) dates. The first date is the date of the PJSA appointment, the second date is the Friday following the week of the PJSA, and the third date is the Sunday of the week of the job seekers scheduled appointment. Additionally, clients should be provided with the "Notice of Denial of Services" (DE 8402). (Reference JSPP Chapter 32)

4. The desired outcome of the PJSA is for the client to have a completed resume in CalJOBS. If, because of time constraints, a resume is not completed before the end of the session, hand the client a copy of the form "You must register in CalJOBS", (DE 8407). This form is available in English and Spanish and can be printed from DocuShare. The DE 8407 requires JS staff to enter appropriate dates as they relate to the time period of compliance. The first date entered is the Friday of the week of the PJSA appointment. The second date entered is Sunday of the week of the PJSA appointment. Direct the client to the Customer Service Representative (CSR)in the lobby to complete entry of the resume.

5. If the client refuses to enter a resume into CalJOBS, continue with the interview to provide all mandatory content described above and, if time permits, other optional services. Complete the information on the DE 8407, and encourage the job seeker to complete a resume in CalJOBS.

6. The DE 8407 and the DE 6315JS forms are located on DocuShare. The PJSA interviewer should print a small supply for future use. Please note: The DE 6315JS will be available on March 18, 2002.

C. CREATING SCHEDULES FOR PERSONALIZED JOB SEARCH ASSISTANCE (PJSA)SESSIONS IN ACES

1. Field staff will create schedules in ACES for Registration Assistance Session (RAS)/Personalized Job Search Assistance (PJSA) appointments.

2. To begin the RAS/PJSA process, on FEBRUARY 4, 2002 but no later than FEBRUARY 22, 2002 BEGIN CREATING SCHEDULES for the PJSA sessions. The FIRST SESSION SHOULD BE SCHEDULED NO EARILIER THAN MARCH 18, 2002. Staff may continue to create daily or weekly schedules to ensure the scheduling process continues, and meets office staffing needs. Schedules may be created up to 6 months into the future.

3. The required fields to create an event are as follows:

    a. Type
        **Registration Assistance Session (RAS)
    b. Program
        **Personalized Job Search Assistance (PJSA)
    c. Event Date
    d. Begin Time
    e. End Time
    f. FO#
    g. Contact Person

h. Contact Phone Number (NEW REQUIREMENT)
    You must enter the JS field office telephone number in
    the contact phone number field. This telephone number
    will be printed on the JS4UI "Appointment Notice",
    (DE 8406). ** The contact phone number should be either
    the number of the EDD JS4UI staff who will be conducting
    the PJSA session, or the JS office phone number.**

i. Times and Openings
    ** To fulfill program goals, budget has been allocated to
    support 30 minute intervals for each completed PJSA. The
    time and date of the appointment is printed on the
    "Appointment Notice", (DE 8406).**

A PowerPoint presentation has been developed and is
available on the JSII Web site Resources section. The
presentation is designed to assist EDD staff in creating a
RAS/PJSA event and recording results.

4. Schedules will be automatically populated on a random basis
    from the PJSA pool. Claimants can not be manually added to
    the PJSA schedules and can not be rescheduled if they miss
    their scheduled PJSA appointment date.

5. On the View or Post Results page two (2) new columns   NEW
    have been added. These columns are Language |
    preference (L:) "E", for English or "S", for Spanish. |
    The second new column is SAVE verification (SV:). |
    If SV has been verified through the UI process |
    an indicator of "Y", for yes will be viewable. |
    DO NOT verify the legal status or authorization to |
    work in the United States if "Y" is viewable. |

D. POSTING ATTENDANCE RESULTS IN ACES

1. Posting attendance to ACES should be done at the end of each
    session. Failure to post attendance will cause
    inaccurate reporting information. The following result
    codes are to be used when posting attendance:

    a. Attended (ATT)
    b. Did Not Show (DNS)
    c. Did Not Comply (DNC)
    d. Attended No Documentation (AND)
    e. Attended Potential Issue (API)
    f. Did Not Show, Potential Issue (DPI)
    g. EDD Cancelled Appointment(CNE)

In Phase II of JS4UI DNS, DNC, and AND codes will create
automated flags and notes in Single Client Data Base (SCDB) as
appropriate for failure to attend the PJSA or enter a resume.
Phase II will begin on July 1, 2002.

2. The result codes listed above (item a-g), are used in the
    following manner.

    a. Attended (ATT): The job seeker attended appointment, and
        completes the PJSA session.

b. Did Not Show (DNS): The job seeker did not show up for his/her appointment.

c. Did Not Comply (DNC): The job seeker attends the appointment but refuses to enter a completed resume in CalJOBS, by the end of the PJSA, (a DE 8407 is issued). Staff must enter a note in SCDB stating client's reason for noncompliance.

d. Attended No Documents (AND): The job seeker attends appointment, but can not provide documentation of legal status to work. Client is issued a DE 6315JS.   NEW

e. Attended Potential Issue (API): The job seeker attends the appointment and volunteers information which raises potential UI issues on Able and Available (A&A), suitable work (SW), etc. JS staff will need to access SCDB and post a manual Stop Pay (SP) flag to the clients UI claim. It is not necessary to retain or fax forms to UI but, staff will need to enter the job seeker's statement into the UI notes screen.

f. Did Not Show Potential Issue (DPI): The job seeker calls/contacts the JS office and states he/she will not be able to attend the appointment. During the conversation the job seeker volunteers information which raises potential UI issues on Able and Available (A&A), suitable work (SW), etc. JS staff will need to access SCDB and post a manual Stop Pay (SP) flag to the clients UI claim. Staff must enter the job seeker's statement into the notes screen of the UI record. Advise claimant that he/she must complete a resume in CalJOBS.

g. EDD Cancelled Appointment (CNE): EDD staff cancels a PJSA appointment. There are only two exceptions relating to the cancellation of an appointment, (1) building facilities emergency or natural disaster. (2) the job seeker has a language barrier and a translator is not available. EDD staff must make every effort to assist the job seeker, but if it becomes apparent that the barrier is insurmountable a cancellation may be posted.

E. JS4UI Survey

Once the attendance results have been entered into ACES, a survey must be completed regarding why the job seeker did not comply with the "You Must Register in CalJOBS" (DE 8405) letter. This survey information will help identify potential barriers for initial compliance but, has no bearing on the posting of flags or notes in the UI claim record.   If the attendance results posted are any of the following: ATT, DNC, or API a survey must be completed. Click on the button "Notes/Survey" located on the "View or Post Results" page. Ask the job seeker why he/she did not complete a resume prior to their appointment. Click on any one of the 8 option listed on the page. Failure to complete the survey will not allow you to go any further on this page. EDD staff must complete the survey to continue.

Select the reason for noncompliance from the drop down list. Selections include the following:

1. Refused to register in CalJOBS
2. No access to a PC
3. Did not understand requirements
4. Working Fulltime
5. Did not receive information to register
6. Already registered in CalJOBS
7. Tried to register in CalJOBS, but was not able to complete
8. Other reason not listed (Notes are required)

If the job seeker has additional information regarding reasons for noncompliance, record the reason in the notes section on the survey page.

Follow the PowerPoint steps on how to complete the survey located on the JSII Web site section resources.

F. PHASE II IMPLEMENTATION

Phase II of the JS4UI project will begin July 1, 2002 with UI benefit sanctions for noncompliance. The procedures for field offices will be unchanged. The only change to Phase II will be the deployment of automated flags and notes in SCDB for clients who fail to show for a PJSA appointment or complete a resume into CalJOBS. A FOD will be released detailing the specific changes to be implemented during Phase II.

G. JS4UI TRAINING

1. Training has been developed for staff selected to perform the Personalized Job Search Assistance sessions and is available. Delivery is the responsibility of the JS Division Training Centers. Division trainers will charge their classroom time to project/activity code 204-610.

2. The Job Service Core Curriculum is highly recommended as a prerequisite to this class. Therefore, the primary training goals are to ensure JS staff understand the program policy and procedures and build skills required for new tasks: recognizing potential UI eligibility issues, activating UI stop pay flags, posting UI notes to the UI SCDB, posting results in ACES and completing the on-line claimant survey. Wherever possible, trainees will have the opportunity for hands-on practice. Please confirm with the trainers and attendees that they have been given global security access for SCDB prior to attending the training.

H. ADMINISTRATION

1. For Staff, project/activity code to be used is 204-613, for all JS4UI activity. For Managers, project/activity code for JS4UI is 204-610. Managers may charge up to 10% of the total 204-613 staff usage to 204-610.

2. JS Program and Division goals were established at previous Division Chief meetings for the program based on budget, staffing, and ACES scheduling. Each JS Division is responsible to ensure that goals are met.

3. Administrative reports will be prepared to aid the field office management. Once developed these reports will be available in the CalJOBS reports page.

   a. Scheduled vs. Attended Report. This report can be viewed at the Field Office level, Regional level, and/or Divisional level and will be available monthly. It shows the number of PJSAs scheduled, the number of PJSAs attended and the attendance codes entered. The report shows monthly and cumulative totals.

   b. The JS4UI First Letters Sent Report. This report tells how many letters were sent to "A" and "A/B" seek work plan UI claimants in each ZIP code, Field Office, Regional Office and Division this report will be produced weekly. This information will help field offices plan for lobby traffic as a result of the letter volume.

   c. Potential PJSA Applicant Pool Report. This report will tell the Field Offices how many claimants failed to complete their resume in CalJOBS following the first letter (DE 8405), and now are eligible to be scheduled to a PJSA. The report is produced weekly to the ZIP code, Field Office, Region and Division level. This report can help Field Offices and Divisions to identify high pockets of potential PJSA clients for scheduling.

III. REFERENCES

Job Service Policy and Procedure Manual, Chapter 12- Activity   NEW
Calendar and Event Scheduler, (ACES) and Chapter 32- Job Seeker |
Use of CalJOBS

JSII Resources

DocuShare

IV. ADDITIONAL MATERIAL

None.

/S/ HAVEN T. BAYS
     Interim Deputy Director
     Job Service Branch